

## Receptionist

A Full Time Receptionist position is available at the Range Mental Health Center's Main Building in Virginia. Application for employment should be submitted by November 17, 2017 via one of the following options:

Mail: RMHC, Attn. HR, P.O. Box 1188, Virginia, MN 55792

Fax: 218-749-0741

Email: [rtardy@rangementalhealth.org](mailto:rtardy@rangementalhealth.org)

### Essential Functions:

1. Greet and communicate with the visitors of Range Mental Health Center to determine nature of visit and act appropriately
2. Answer telephone calls, listen to callers, determine nature of caller request, and appropriately field call or relay caller to the appropriate person or department to field call
3. Contact the people we serve to provide a reminder of upcoming appointment(s)
4. Assist the people we serve in completing release of information forms
5. Schedule appointments for the people we serve with professional service providers
6. Verify demographic and insurance information, in person or by phone
7. Complete appointment intakes for new and reopened people
8. Via utilization of RMHC's Referral and Eligibility Team identify appropriate level of provider based on third party payer requirements
9. Interview people that are new, reopened, or being updated to complete forms and gather updated demographic and insurance information
10. Enter all necessary information and changes into the appropriate section of the electronic health record
11. Coordinate with other departments as necessary to obtain and disseminate necessary operational related information
12. Prepare and send out written correspondence to the people we serve and other third parties
13. Schedule the use of Range Mental Health Center's meeting and conference rooms
14. Perform transcription, typing, filing, and other clerical duties as assigned
15. Assist with release of medical information, preparation of peer review materials, closing episodes of care in the medical record

### Other Responsibilities:

1. All other duties as assigned

### Position Qualifications:

Education Required: High school diploma or equivalency required, graduate from an assistant or secretarial program is preferred.

Experience Required: None required; however, receptionist or other experience providing customer service in a health care or other front desk or office setting is preferred

Skills Required:

1. Ability to organize and prioritize work effectively
2. Ability to maintain complete confidentiality
3. Ability to type accurately and use computer software including MS Office Suite, Windows, and other applications as assigned
4. Sufficient command of the English language to be able to effectively communicate in writing via paper and electronic means
5. Sufficient command of the English language to be able to effectively communicate verbally in person and via telephone
6. Flexibility to meet demands in a fluid and changing environment
7. Ability to exercise sound judgment in the performance of prescribed functions with the ability to maintain confidentiality
8. Ability to process numerical and statistical information accurately
9. Philosophical approach consistent with RMHC's mission

Physical Standards:

1. Adequate level of vision to use computer terminal
2. Sufficient hearing to accurately record information received verbally
3. Ability to articulate English in a clear manner so as to be easily understood
4. Ability to sit and to stand for extended periods of time
5. Ability to lift up to ten (10) pounds
6. Ability to use a computer keyboard
7. Ability to deal with significant daily stress

I understand that the listing of essential functions may not include all duties required to fulfill my responsibilities. I have read received and understand this job description.

**EOE/AA**